



Frequently Asked Questions

Health insurance - how do I get more information?

HMEPS cannot answer questions related to health insurance. All questions related to health insurance should be directed to the City of Houston, Dept. of Human Resources - Benefits Division staff. They can answer all insurance-related questions for active and retired employees and survivors, process the open enrollments forms for the Group Medical, Dental and Life Insurance Plans and act as the liaison with the insurance providers for retirees and survivors.

**City of Houston
Dept. of Human Resources –Benefits Division
611 Walker Street, the 4th Floor Annex
Houston, TX 77002**

- General Group Insurance Questions:
Active employees call 832-393-6000 or email Benefits@houstontx.gov.
Retirees call 832-393-6000 or email Retireebenefits@houstontx.gov.
- Spectera DHMO or Indemnity Insurance: 713-861-8721
- HMO Blue Texas, customer service: 866-757-6875
- HMO Blue Texas, representatives in the City Benefits office may be reached at:
713-837-9376 or 713-837-9377 or 713-837-9448.
- CompBenefits (dental insurance) member services:
Ph: 1-800-633-1262 ext. 7803
Fax: 1-770-998-6871
Or written requests to: P.O. Box 769729, Roswell, GA 30076